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# REQUEST FOR INFORMATION

## ADDENDUM #1

Issued by:

**The Board of Trustees of Community-Technical Colleges  
On Behalf of the  
12 Connecticut Community College Schools**

### **PAYMENT PLAN AND BILLING OPTIONS**

RFI No: CCC-10-7

Date: November 4, 2010

RFI Due Date:

November 24, 2010, 12:00 noon

Issued by:

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- 1. Question:** What is the Board of Trustees ideal timeline for implementing the alternative solution to your current in-house payment plans, should you elect to proceed; e.g. fall 2011 semester, spring 2012 semester, etc?

**Answer:** *If the BOT determines that there is sufficient interest by the twelve schools, its intention is to issue a formal RFP during the spring 2011 semester. The implementation timeline will ultimately depend upon the complexity of the proposed solution and will be subject to the availability of CCC programming resources.*

- 2. Question:** What is your current billing process? It appears to be centralized through the self-service module of Banner. Does the process differ at all by campus? Is the process different for your degree students and your non-degree students?

**Answer:** *Students currently have the ability to view their account balances on-line using the self-service module of Banner. Each school is responsible for managing its own billing process. In general, many schools only informally remind students of upcoming payment plan due dates.*

*However, once an account becomes delinquent, at a minimum, college staff:*

- ✓ *Assess a late fee on the student's account; and,*
- ✓ *Places a hold on the student's account to bar him/her from registration and official transcript privileges; and,*
- ✓ *Mails a manually generated Banner Schedule/Bills up to three times monthly thereafter; and,*
- ✓ *Refers the account to a contracted collection agency for resolution.*

*Although this process is generally the same for both degree and non-degree students, the process and the timing does vary from school to school.*

- 3. Question:** What is the frequency of your billing? Do you bill every month to every student?

**Answer:** *Please refer to the answer to Question #2 above,*

- 4. Question:** Do you currently outsource any print bill functionality?

**Answer:** *No.*

- 5. Question:** Is your goal 100% ebilling, or do you prefer to give students an opportunity to opt out of ebilling?

**Answer:** *The goal of this RFI is to gather high-level product information to enable the schools to make an informed decision concerning the benefits and financial viability of expanding/enhancing **payment plan** options to community college students and improving back-office billing efficiencies **relating to installment payment plans.***

- 6. Question:** It appears all payment options are accepted except American Express. What methods of payment would you like to accept in the future? With credit card payments, would you be interested in a convenience fee model?

**Answer:** *Payment options other than installment plans are beyond the scope of this RFI.*

- 7. Question:** What is your current registration process? Do you accept payments in person? What is the volume and dollar amount, either by campus or system-wide?

**Answer:** *Each school is responsible for managing its own in-house registration process. Students can register either on-line or in-person in the Registrar's Office located at each school. Although students have the option of making payment in-person or on-line, there is currently no functionality to allow them to enroll in a college specific payment plan on-line. Cash payments are accepted from students for payment plan transactions.*

*Information regarding payments plans for the fall 2010 term follows:*

School	Volume	Payment Plan
Asnuntuck Community College	295	386,000
Capital Community College	588	393,094
Gateway Community College	1,007	880,816
Housatonic Community College	650	400,000
Manchester Community College	1,321	986,260
Middlesex Community College	456	494,112
Naugatuck Valley Community College	2,273	1,746,668
Norwalk Community College	699	403,960
Northwestern Community College	257	221,357
Quinebaug Valley Community College	400	329,127
Three Rivers Community College	658	353,275
Tunxis Community College	1,194	1,030,616
TOTAL	9,798	\$7,625,285

- 8. Question:** How many students currently use your payment plans, per campus and system-wide?

**Answer:** *See answer to Question #7 above.*

- 9. Question:** It appears you currently issue checks for refunds. Can you tell us approximately how many refunds you issue per year, system-wide, and the total dollar amount of refunds? Are you interested in alternatives to paper checks, such as debit cards?

**Answer:** *Refunding is beyond the scope of this RFI.*

**10. Question:** Can you please confirm that you currently use Banner 7.12? System-wide and per campus?

**Answer:** *The CCCs remain current in Banner. Any respondent should be able to function with all currently supported versions of Banner.*

**11. Question:** Does the BOT intend to continue to receive online payments?

**Answer:** *Payment methods other than installment plans are beyond the scope of this RFI.*

**12. Question:** Does the BOT wish to consider enhancing payments received from banks, relative to online payment requests initiated by their customers (your students)?

**Answer:** *This is beyond the scope of this RFI.*

**13. Question:** Does the BOT wish to include payments from the Colleges to students (refunds, etc)?

**Answer:** *No. Refunding is beyond the scope of this RFP.*

**14. Question:** Does the BOT wish to include functionality which would facilitate on-campus transactions in a cash-less manner (similar to UConn's "Husky Card")?

**Answer:** *No.*